

## Talking Points – Saratoga County Radio System

### A. System Presently Unreliable

- a. Steady deterioration, equipment archaic, parts no longer available.
- b. Daily reports of EMS pagers not alerting crews to emergency calls.
- c. County and Radio Repair vendor unable to explain repeated failures.
- d. System experiences total failure twice in last six months (EMS) most recent no EMS agencies able to receive emergency radio dispatches for 90 minutes on opening day of Saratoga Flat Track.
- e. County Dispatch Center has no capability to know when system is not working – need to rely on users calling in to report missed calls.
- f. No redundant system. During failures, crews must use telephone, cellular, and staff stations in order to answer emergency calls.
- g. Very likely that current system will fail completely with no availability of parts to repair.

### B. Recommended Improvements

- a. We recognize County Leaders have been working to replace radio system.
- b. Presently stalled with Adirondack Park tower sighting issues.
- c. Fire and EMS leaders have had little involvement in Radio System replacement.
- d. Present risk to public safety compels Fire and EMS Leaders to take action:
  1. Alternative means of dispatching emergency calls must be studied and implemented immediately. Some options would include installing text messaging software in the communications center and contracting with one or more commercial paging vendors to supply fire and EMS providers with alphanumeric pagers.
  2. Present system must be updated to optimize capability and guarantee it's continued functionality (including availability of replacement parts and components) for at least the time needed to build a new system (minimum 5 years).
  3. Fire and EMS leaders must become more involved in planning and implementation efforts to properly meet the needs of public safety.

Bottom Line: The present Saratoga County Emergency Services radio system is failing and requires immediate action.

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